

# A Guide to the Discharge Lounge

## Patient Information

Royal Albert Edward Infirmary, Wigan



The Patient Information Leaflets page on the Trust website is available on the link:  
<https://www.wwl.nhs.uk/patient-information-leaflets> or scan the QR code.

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**Our Values****People at  
the Heart****Listen and  
Involve****Kind and  
Respectful****One  
Team**

This leaflet has been designed to inform you about the Discharge Lounge and the services available there for you.

## **Introduction to Discharge Lounge**

The discharge lounge at the Royal Albert Edward Infirmary has been developed to provide a relaxed, comfortable, and safe environment for patients awaiting discharge home or to another care setting.

## **Role and function**

The discharge lounge provides a service for patients being discharged at ward level. Your care will be taken over by trained nurses, any individual requirements will be met, and any on-going treatments continued.

The concept of the discharge lounge is to free up acute hospital beds as early as possible daily, thus reducing the length of time that both emergency and elective admissions must wait for a bed to become available.

## **Services available**

The discharge lounge is equipped with comfortable chairs, magazines and radio are available.

Soup, sandwiches, and hot and cold beverages are provided for patients. Special dietary requirements can be catered for, and hot meals can be provided.

Male and female seating, toilet and changing facilities are provided.

## **Day of Discharge**

On the day of your discharge, you will be asked to move to the Discharge Lounge where your care will be taken over by a trained nurse until all necessary discharge arrangements are completed. Staff will endeavour to keep you informed of the progress of your discharge prescription and on receipt of your medications will explain what medicines you have been given and answer any queries you may have. Your discharge letter will be given to you alongside your medicines.

## **Transport Arrangements**

Wherever possible it is advised that patients arrange to be collected from hospital by relatives. Ambulances can be booked if necessary, but we regret we are unable to give an exact time of arrival, and you may have a long wait. Discharge lounge staff can contact relatives or arrange taxis and escort you to the car parks.

## **Opening Times and Location**

The discharge lounge is open 8:30am until 8:00pm Monday to Friday and 10am until 6pm at weekend and bank holidays. The lounge is located on level 2 at Royal Albert Edward Infirmary, Wigan. The telephone number is 01942 778773. Volunteers on the help desks located at the hospital entrances will be happy to assist with directions.

## **Car Parking**

There is car parking around the hospital site. All parking is pay and display. Please observe restrictions for ambulances. The discharge lounge has a pickup point for relatives collecting patients who are ready to go home. This is situated at the side of the hospital near the bereavement parking space.

## **Disabled Parking**

There is disabled parking behind the hospital at level 1, car park D (side of pharmacy), front and side of Christopher Home and on the short stay car park (near accident and emergency).

## **Concerns and Queries**

In the event of any concerns, please speak to the nurse in charge. You may also speak to the Modern Matron who can be contacted on request.

## **Zero Tolerance**

The Trust is committed to providing high quality care to patients. However, we wish to advise all patients and visitors that abuse to all staff both verbal and physical will not be tolerated.

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## Comments, Compliments or Complaints

The Patient Relations/Patient Advice and Liaison Service (PALS) Department provides confidential on the spot advice, information and support to patients, relatives, friends, and carers.

## Contact Us

Tel: 01942 822376 (Monday to Friday 9am until 4pm)

The Patient Relations/PALS Manager  
Wrightington, Wigan and Leigh Teaching Hospitals NHS Foundation Trust  
Royal Albert Edward Infirmary  
Wigan Lane  
Wigan  
WN1 2NN

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## Ask 3 Questions

Become more involved in decisions about your healthcare. You may be asked to make choices about your treatment. To begin with, try to make sure you get the answers to three key questions:

1. What are my options?
2. What are the positives and negatives of each option for me?
3. How do I get support to help me make a decision that is right for me?



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## How We Use Your Information

For details on how we collect, use, and store the information we hold about you, please see patient information leaflet, Ref. **Corp 006** How we use your information, this can be found on the Patient Information Leaflets page on the Trust website, see details on the front cover.

This leaflet is also available in audio, large print, Braille, and other languages upon request. For more information, please ask in the department/ward.

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